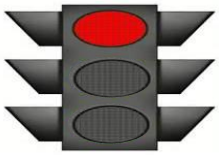
Response to On-Scene Time, Priority Code Echo
Emergency Medical Services

KPI Owner: Major Mike Tully | **Process: Emergency Response**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: 10 minutes or less 75% of the time Benchmark: TBD	Data Source: CAD Goal Source: LMEMS Benchmark Source: TBD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: Weekly count of priority alpha/omega response to onscene times that exceed the goal of 10 minutes Why Measure: To understand system capability & customer expectations Next Improvement Step: Work with OPI and other public safety agencies to develop metric covering the entire call to response process.

How Are We Doing?

11.03.13-11.01.14 12 Month Goal	11.03.13-11.01.14 12 Month Actual		10.26.14-11.01.14 Goal	10.26.14-11.01.14 Actual	
153	110		3	4	
Runs	Runs		Runs	Runs	

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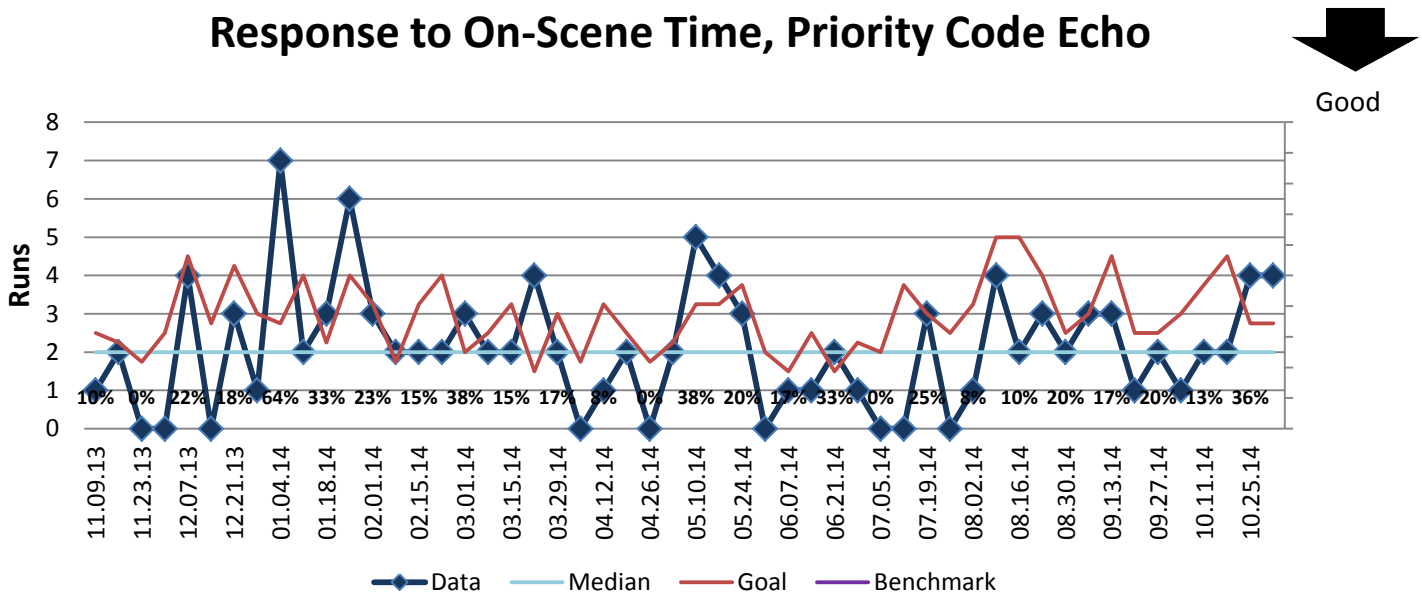

Root cause analysis is not necessary because there is no gap between the goal and current performance.